Installation of super cop by MTNL

3502. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) has installed a super cop to improve the quality of telephone services in Delhi;

(b) if so, the details thereof and the extent to which the system has been helpful to the subscribers;

(c) whether complaints of the subscribers are still mounting without any meaningful relief to them; and

(d) if not, the number of complaints received in December, 1994 and January and February, 1995 and how do the same compare with the complaints during the same period in the preceding three years?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (d) The information is being collected and will be placed on the Table of the House.

Capacity utilization in ITI

3503. SHRI SANJAY DALMIA: Will the Minister of COMMUNICATONS be pleased to state:

(a) whether there has been under utilisation of installed production capacity in Indian Telephone Industries (ITI);

(b) if so the details of actual production during the last three years, year-wise and unit-wise; and

(c) the steps taken to ensure full utilisation of installed capacity of I.T.I. units and to strengthen and modernise them?

THE MINISTER OF STATE FOR COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The capacity is defined in terms of finished products but in telecom sector chanegs in product mix; technology level of integration; the stages of product life cycle etc. considerably influence the capacity of a unit. It is; therefore, difficult to arrive at the exact capacity of the various products of the Company. However, during 1994-95, mainly due to competition from other manufacturers ITI faced difficulty in getting sufficient orders. Details of the actual production during the last three years year-wise and unit-wise are as under (Figures for 1994-95 all provisional)

Unit	Target (1991-92	Actual	Target (1992-93)	Actual	Target (1993-94)	Actual	Target (1994-95) (Prov.)	Actual
							(In Crores of Rs.)	
Bangalore . .	276	345	495	456	467	352	491.00	234.33
Electronic City Unit Bangalore .	74	84	122	156	182	173	140.00	110.30
Naini . . .	176	177	215	300	218	284	200.00	120.90
Rae-Bareli . .	84	115	137	161	180	130	164.00	98.56
Mankapur . .	319	291	280	317	318	390	363.00	284. 64
Palghat . .	83	84	106	105	146	160	175.00	132.29
Srinagar .	3	1	2	1	1	1	1.00	001.23
I&M and Others .	..	17	..	26	8	30	86.00	42.7
Grand Total .	1015	1114	1357	1522	1520	1520	1620.00	1025.02

(c) With a view to utilise infrastructure of the various units of ITI optimally apart from upgradation of technologies; improving quality to international standards; adopting various cost reduction measures and laying stress on diversifying ITIs products and customers; the Ministry has taken a policy decision under which 30 per cent to 35 per cent of total DOT orders are kept reserved for ITI & HTL; taken together, for those items which they manufacure. However; no any concession in respect of price; quality or supply schedule is given.

Transfer o Officers in the Dot

3504. SHRI GHUFRAN AZAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have taken a decision to transfer officers in the Department of Telecommunications who have less than two years period to attain the age of superannuation;

(b) whether Government have recived a spate of requests to cancel such transfer orders even on heath grounds;

(c) if so the details thereof; and

(d) what action is being contemplated to grant relief to such officers?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No such general decision has been taken, Sir.

(b) to (d) In view of the answer to (a) above: no comment.

Criteria for opening post offices in accessible areas:—

3505. SHRI IQBAL SINGH: Will the Minister of COMMUNCATIONS be pleased to state:

(a) what are the criteria laid down for opening new post offices in rural areas of the country;

(b) what is the number of eligible villages in the country where post offices are yet to be opened;

(c) what was the target fixed for opening of such post offices during 1994-95; and

(d) the achievement made in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The criteria laid down for opening new post offices in rural areas of the country are given in the enclosed Statement. (*See* below)

(b) There are 7252 eligible villages in the country where post offices are yet to be opened.

(c) and (d) It was targeted to open 80 extra departmental branch post offices in such villages and 4 extra departmental branch post offices have been sanctioned against this target during 1994-95.

Criteria/Norms fixed for opening new post offices in rural areas:

(i) *Population*

(a) In normal areas:—

3000 population in a group of villages (including the propsed post office villages)

(b) In hilly; tribal; desert and inaccessible areas:—

500 population in an individual village or 1000 population in a group of villages.

(ii) *Distance*

(a) In normal areas:

The minimum distance from the nearest existing post office will be 3 kms